



2661

PATENT
Attorney Docket No.: NUASI-00272

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Justin Broughton et al.
Serial No.: 09/774,944
Filed: January 30, 2001
For: **DIGITAL MULTIMEDIA
CONTACT CENTER**

) Group Art Unit: 2661

) Examiner:

) **TRANSMITTAL LETTER**

) 162 N. Wolfe Road
Sunnyvale, CA 94086
(408) 530-9700

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Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 3-19-04

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP
Date: 3-19-04 By: [Signature]



PATENT
Attorney Docket No.: NUASI-00200

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Serial No.: 09/774,944

Filed: January 30, 2001

For: **DIGITAL MULTIMEDIA
CONTACT CENTER**

) Art Unit: 2661

) Examiner:

) **CERTIFICATION FOR
SUPPLEMENTAL INFORMATION
DISCLOSURE STATEMENT UNDER 37
CFR § 1.97(e)**

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Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I hereby certify that the attached four (4) references contained in this information disclosure statement were cited within an International Search Report (ISR) mailed on February 26, 2004. **Accordingly, the references contained in the supplemental information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**



PATENT
Attorney Docket No.: NUASI-00200

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 3-19-04

By: Thomas B. Haverstock
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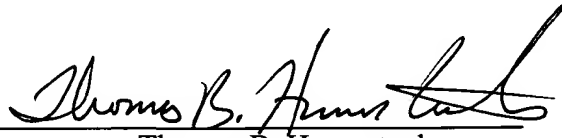
The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 6,219,648 B1;
- U.S. Patent No. 6,188,761 B1;
- U.S. 2003/0018702 A1; and
- U.S. 2003/0195753 A1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 3-19-04

By: 
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